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April 25, 2000


Mr. Dale Hatfield
Chief, Office of Engineering and Technology
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Mr. Hatfield:

Pursuant to §63.100 of the Commission's Rules, MCI WorldCom is submitting a Final Service Disruption Report covering the disruption of service MCI WorldCom experienced on March 16, 2000 in Lansing, MI.

If you have any questions regarding this outage, please do not hesitate to call me directly.

Respectfully,



Bradley C. Stillman

Attachment

cc: Robert Kimball
Kent Nilsson

FINAL SERVICE DISRUPTION REPORT

03/16/00

DATE OUTAGE BEGAN: 03/16/00
TIME OUTAGE BEGAN (ET): 10:31 EST

DATE OUTAGE RESOLVED: 03/16/00
TIME OUTAGE RESOLVED: 14:14 EST

GEOGRAPHICAL AREA OF OUTAGE: Michigan

LOCATION: Lansing, MI

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Unknown

ESTIMATED # OF BLOCKED CALLS: 122,021

Type Of Service Affected.....: Interexchange

Apparent Or Known Cause Of The Incident

Contractor cut leased IXC (OCC) fiber . This impacted MCIWorldCom fiber systems riding the leased fiber.

Methods Used To Restore Service:

The altroute of DS3s to other capacity and the repair of the fiber cable. Narrowband switch traffic was also routed to alternate paths in order to minimize blockage.

	Restored Percentage	Time
Start	----->	-----
	12%	10:31 am EST 3/16/00
	22%	12:26 pm EST "
	100%	13:45 pm EST "
		14:14 pm EST 3/16/00

Repairs were accomplished utilizing temporary mechanical splices. Permanent repairs were completed during the maintenance window on 3/17.

Both fiber systems were restored at 14:14 EST.

Steps Taken To Prevent Recurrence:

- o There was no MCIW fiber locate for this event as this was a leased (OCC) cable. Responsibility for maintaining this route rests with IXC.

Network Reliability Best Practices:

Network Reliability Council: A Report to the Nation

6.1.3 Details - Key Lessons Learned and Best Practices

Not applicable as this was a leased fiber.

6.1.4 Effective Countermeasures

- o Training:

MCIWorldCom has established training programs used to keep personnel up to date and knowledgeable in fiber optic cable maintenance and restoration. A regular review of these procedures is done with all those involved in the protection and restoration of MCI WorldCom's fiber cable resources.

The word "fax" is written in a large, stylized, cursive font. To the left of the word is a small square icon with a black and white checkerboard pattern.

00-41

Date: Friday March 17, 2000 05:10 PM EST
To: 2024182812

From: nmccc
Subject: INITIAL SERVICE DISRUPTION REPORT

Number of pages including cover page: 2

Number of delivery attempts: 1

This facsimile message was electronically transmitted by **MCI WORLD COM**

DATE OUTAGE BEGAN: 03/16/00
TIME OUTAGE BEGAN (ET): 10:31 EST

DATE OUTAGE RESOLVED: 03/16/00
TIME OUTAGE RESOLVED: 14:14 EST

GEOGRAPHICAL AREA OF OUTAGE:
Michigan

LOCATION:
Lansing, MI

NUMBER OF CUSTOMERS OR CIRCUITS AFFECTED: Unknown

ESTIMATED # OF BLOCKED CALLS: 90,000+

TYPE OF SERVICE AFFECTED:
Voice Services

APPARENT OR KNOWN CAUSE OF THE INCIDENT:
Under investigation

METHODS USED TO RESTORE SERVICE:
Traffic reroutes and fiber splicing

STEPS TAKEN TO PREVENT RECURRENCE:
Under Investigation